Applicant: Frederick Burg
Application Serial No.: 10/828,397
Filing Date: April 20, 2004
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IN THE CLAIMS:

The following listing of claims will replace all prior versions and listings of claims in the application:

1. (Original) A method of connecting a telephone call, comprising:

receiving a message having caller information associated with a caller network device and called endpoint information associated with a called network device;

sending a first alerting signal to the called network device in response to the called endpoint information;

detecting if a first connection signal is received from the called network device;

sending a second alerting signal to the caller network device in response to the caller information,

detecting if a second connection signal is received from the caller network device; and

connecting the called network device to the caller network device in response to the second connection signal.

2. (Original) The method of Claim 1, further including:

establishing a session; and

recalling saved caller information based upon the session.

3. (Original) The method of Claim 1, further including receiving a confirmation message indicating a successful connection to at least one of the called network device and the caller network device.

4. (Original) The method of Claim 1, wherein the message further includes time information, and the sending the first alerting signal, the detecting if the first connection signal is received, the connecting to the called network device, the sending the second alerting signal, the detecting if the second connection signal is received, and the connecting

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the called network device to the caller network device are performed at a time identified in the time information.

5. (Original) The method of Claim 1, wherein the caller information includes at least one of a caller telephone number, a caller text description, a caller E-mail address, a caller login name, a caller network address, and a session identifier.

6. (Original) The method of Claim 1, wherein the called endpoint information includes at least one of a called telephone number, a called endpoint text description, a called endpoint E-mail address, a called endpoint network address.

7. (Original) The method of Claim 1, further including decoding the called endpoint information to provide a called telephone number.

8. (Original) The method of Claim 1, further including decoding the caller information to provide a caller telephone number.

9. (Original) The method of Claim 1, further including retrieving a called telephone number associated with the called endpoint information.

10. (Original) The method of Claim 1, wherein the message includes at least one of an instant message and an E-mail.

11. (Original) The method of Claim 1, further including sending a voice message to the called network device in response to the first connection signal being received from the called network device.

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12. (Original) The method of Claim 1, further including sending a voice message to the caller network device in response to the second connection signal being received from the caller network device.

13. (Original) The method of Claim 1, further including:

terminating the sending of the first alerting signal to the called network device in response to the first connection signal not being received from the called network device.

14. (Original) The method of Claim 13, further including:

retrying sending the first alerting signal to the called network device.

15. (Original) The method of Claim 1, further including:

terminating the sending of the second alerting signal to the caller network device in response to the second connection signal not being received from the caller network device.

16. (Original) The method of Claim 15, further including:

retrying sending the second alerting signal to the caller network device.

17. (Original) The method of Claim 1, further including sending a voice message to the called network device in response to the second connection signal not being received from the caller network device and the first connection signal being received from the called network device.

18. (Original) The method of Claim 1, further including sending at least one of an instant message and an E-mail in response to the first connection signal not being received from the called network device.

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19. (Original) The method of Claim 1, wherein the caller network device is selected from a telephone and an Internet telephony device and the called network device is selected from a telephone and an Internet telephony device.

20. (Original) A method of connecting a telephone call to a calling center, comprising:

receiving a message having caller information associated with a caller network device and calling center information associated with the calling center;

sending a first alerting signal to the calling center in response to the calling center information;

detecting if a first connection signal is received from the calling center;

sending a second alerting signal to the caller network device in response to the caller information;

detecting if a second connection signal is received from the caller network device; and

connecting the caller network device to the calling center in response to the second connection signal.

21. (Original) The method of Claim 20, further including:

establishing a session; and

recalling saved caller information based upon the session.

22. (Original) The method of Claim 20, wherein the caller information includes at least one of a caller telephone number, a caller text description, a caller E-mail address, a caller login name, a caller network address, and a session identifier.

23. (Original) The method of Claim 20, wherein the calling center information includes at least one of a called telephone number, a calling center text description, a calling center E-mail address, and a calling center network address.

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24. (Original) The method of Claim 20, further including decoding the calling center information to provide a calling center telephone number.

25. (Original) The method of Claim 20, further including decoding the caller information to provide a caller telephone number.

26. (Original) The method of Claim 20, further including retrieving a calling center telephone number associated with the calling center information.

27. (Original) The method of Claim 20, wherein the message includes at least one of an instant message and an E-mail.

28. (Original) The method of Claim 20, wherein the caller network device is selected from a telephone and an internet telephony device and the calling center is adapted to couple to at least one of the public switched telephone network and a data network.

29. (Original) The method of Claim 20, further including:

sending at least a portion of the calling center information to the calling center;

receiving a calling center response having calling center knowledge in response to the portion of the calling center information; and

connecting the caller network device to the calling center in response to the caller information and to the calling center knowledge.

30. (Original) The method of Claim 29, wherein the portion of the calling center information includes an interactive voice response system (IVR) sequence associated with an interactive voice response system (IVR).

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31. (Original) The method of Claim 29, wherein the calling center knowledge includes at least one of a calling center expected response time and a calling center queue value.

32. (Original) A system for connecting a telephone call, comprising:

a server adapted to receive a message having caller information associated with a caller network device and called endpoint information associated with a called network and to connect the telephone call in accordance with the caller information and with the called endpoint information.

33. (Currently Amended) The system of Claim 32, further including:

a gateway coupled to the server and to a telephony network for providing communications from the server to the telephony network, wherein at least one of the gateway and the server is adapted to send alerting signals to the a called network device and to the caller network device, and at least one of the gateway and the server is further adapted to detect connection signals from the caller network device and from the called network device.

34. (Original) The system of Claim 33, wherein the gateway is adapted to connect the server to one or more of the called network device and the caller network device, and the gateway is still further adapted to connect the called network device to the caller network device.

35. (Original) The system of Claim 32, wherein the caller information includes at least one of a caller telephone number, a caller text description, a caller E-mail address, a caller login name, a caller network address, and a session identifier.

36. (Original) The system of Claim 32, wherein the called endpoint information includes at least one of a called telephone number, a called endpoint text description, a called

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endpoint network address, a called endpoint E-mail address, and a called endpoint interactive voice response (IVR) sequence.

37. (Original) The system of Claim 32, further including a decoder to decode the called endpoint information to provide a called telephone number.

38. (Original) The system of Claim 32, further including a decoder to decode the caller information to provide a caller telephone number.

39. (Original) The system of Claim 32, wherein the message includes at least one of an instant message and an E-mail.

40. (Original) The system of Claim 32, wherein the called network device is associated with a calling center.

41. (Currently Amended) The system of Claim 40, wherein the calling center includes an interactive voice response (IVR) system and the server is further adapted to communicate the an IVR sequence to the calling center.